

## **Housing Channel**

### **Title: Housing Department Integrated Communication Centre**

Customer One            I heard your cousin is moving to Hong Kong

Customer Two            Yes, she's just arrived. She asked me  
how to apply for public rental housing (PRH)  
As I moved into PRH almost 20 years ago  
How would I know the current application  
eligibility and procedures?

Customer Three        My son's married and is expecting a baby  
Our flat is going too crowded  
Do you know how to apply for tenancy splitting?

Customer One        My husband wants to buy a flat in the  
Home Ownership Scheme (HOS) Secondary Market  
Like you, I have no idea what to do

Customer Four        My daughter asked me to complain about  
laundry dripping from the flat above  
How can I make the complaint?  
But I guess it's no use asking you

Waiter                Why are you so upset?  
Getting information and making complaints  
is just one phone call away

Customer Three        Really? What number should we call?

Waiter                The Housing Authority (HA) Hotline: 2712 2712  
Why don't you give it a try?

Customer Four        It's not 9:00am yet  
There won't be anyone in the office

Waiter                                      You're wrong. This is a 24-hour hotline  
providing recorded information round the clock  
Operator service is between 8:30 and 7:00pm  
even on Sundays and public holidays

Customer One                              I must try calling then  
  
Hello...

Receptionist                              Good morning. Welcome to the HA Hotline  
  
My name is Cheung, how can I help you?

Super    Housing Policies  
Application for public rental housing  
Estate management  
Home Ownership Scheme Secondary Market  
Obtain fax information  
Make complaints or suggestions

VO    Right. This is the Housing Department  
  
Integrated Communication Centre  
  
You're welcome to call us anytime on  
  
housing policies  
  
PRH application  
  
estate management  
  
or details of the HOS Secondary Market  
  
You can also choose to obtain information  
make suggestions through the hotline  
or even lodge complaints  
  
Just remember this number: 2712 2712  
  
Making complaints and enquiries is so simple